



(CORE Project): Update ESCO Contact Information

The CORE project is preparing to go live over Labor Day weekend. The cut-over process to the new Oracle CC&B (Customer Care and Billing) system will begin on Friday 9/1/2023 in the afternoon and continue through Tuesday 9/5/2023.

As previously mentioned, customer account numbers (REF*12) will be changing as part of the CORE Project. Those changes will be sent to you through EDI using the 814AC transaction.

ESCO account numbers (REF*AJ) also referred to as Shell Account Numbers, or Utility account numbers for ESCOs/Marketers, are also changing and will be sent via a secured email to the contact email address(es) on file.

Please ensure that the Con Ed and ORU Retail Choice Teams have your correct contact name, email address & phone number to ensure that you receive your shell account number during go-live weekend.

Call To Action!

Please send your contact name, email address & phone number to the emails below.

For Con Ed: RETAILACCESS@CONED.COM

For ORU: RETAILCHOICE@CONED.COM

Please refer to past [Retail Choice Newsletters](#) for CORE project information